

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**SECURITY GUARD  
TRANSIT AND PARKING SERVICES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs routine security work involved in safeguarding customers and vehicles using City parking facilities. Employee reports to the Parking Enforcement Supervisor.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is primarily responsible for performing routine security work and patrolling an assigned area to safeguard customers and vehicles using City parking facilities. Work also involves directing the public to City offices and reporting unusual situations to designated authorities or officials. Work is performed according to standard procedures, but the employee is expected to use some initiative and independent judgment in accomplishing assigned objectives. Work is performed under general supervision of the Parking Enforcement Supervisor and is evaluated through observation and review of work completed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Patrols assigned areas on foot to maintain order and safeguard customers and vehicles in City parking facilities.

Escorts customers to parked vehicles.

Provides direction to the public to assist them in locating various City offices and officials.

Reports any unusual conditions or occurrences to designated authorities or officials.

Performs incidental janitorial or clerical work such as sweeping floors, emptying wastebaskets, and preparing simple reports.

Collects parking and citation fees from customers.

Directs traffic in parking facilities as necessary.

**ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

## **SECURITY GUARD**

### **KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of basic security practices and principles.  
Some knowledge of various County office locations and general functions.  
Ability to understand and carry out oral and written instructions.  
Ability to follow a prescribed route in making rounds and patrolling assigned areas.  
Ability to stand and walk for long periods of time.  
Ability to see and hear adequately and to notice unusual conditions.  
Ability to acquire knowledge of the ordinances governing vehicular parking and related departmental policies and procedures within a reasonable training period.  
Ability to deal tactfully and effectively with the City employees and the general public.

### **MINIMUM EXPERIENCE AND TRAINING**

Graduation from high school, and 1 to 2 years customer service experience with some experience in basic security work preferred; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

## **SECURITY GUARD**

Salary Grade 3, Non-Exempt